

**Request for Information**

**Administrative Workflow and Services Data Processing Systems**

**WHY WE ARE ISSUING THIS RFI**

The Allegheny County Department of Human Services (DHS) seeks to learn about software in the marketplace that will improve our service and service availability data. DHS leadership wants to hear from software companies with **products that can help us manage our contracted services data.**

DHS will use this RFI to better understand the marketplace and determine the best approach to modernizing our portfolio. This Request for Information (RFI) is for informational purposes only; no contracts will be issued as a result. We plan to issue a formal Requests for Proposals (RFP) later in 2021 based on knowledge gained from the RFI process.

Our needs are:

* Managing information about suppliers, in our case local human services providers, via **supplier information management**
* Managing contracted services data (elements including name, description, eligibility, prerequisites, location, availability, etc.) using **contract lifecycle management** and possibly **accounts payable invoice automation** to interact seamlessly with the County’s existing systems of record

We hope to find products that have proven themselves in the context of human services provision in other jurisdictions. We will consider products that originate from a variety of industries, including possibly those in use in the medical and/or insurance sector.

**About DHS:**

DHS is the largest department of Allegheny County government and provides publicly funded services to more than 200,000 people annually, in areas including child welfare, behavioral health, aging, developmental supports, homelessness and community services. Examples of human services can range from a stay in an emergency homeless shelter to early intervention therapy for young children with developmental delays to medical transportation for the elderly. More information about DHS is available at <http://www.alleghenycounty.us/humanservices/index.aspx>

DHS receives funding from 150 sources including Federal, State and County governments, as well as private philanthropies. While some services are directly proffered by DHS staff, many more services are made possible by paid contracts that DHS sets up with a wide variety of entities including non-profits, for-profits, academic institutions and individuals. DHS then works with these entities, referred to as “Providers,” to perform services in accordance with the dictates of the original funding mechanism and DHS policies and contract terms. With hundreds of contracts in place at any given time, contracts data is at the heart of DHS operations.

**About our current environment:**

At this time, most data about contracts are stored in our legacy MPER (Master Provider Enterprise Repository) System. A custom application built under a long-term contract and in place at DHS since the 2000s, MPER is nearing the end of its life. Processes to create and update records are tedious, fields are sometimes vaguely defined, and any reporting questions require significant effort.

Processes require record creation by DHS staff, updates and interactions from various providers in the field, auditing by program and fiscal staff, and interaction with other systems of record including the Enterprise Resource Planning system (ERP). The multiplicity of funding sources and their reporting requirements means that, over time, records become non-standard and difficult to parse. At this time, data’s relationship to the business process is not clearly defined, key attributes are missing and needed integrations are absent. This leads to challenges in communicating data about contracted services to the public, to leadership and even to DHS staff across offices.

DHS wants to move toward a more modern, user-focused set of tools to help manage the services data and integrate these data with contracting and other financial systems.

**What we are looking for:**

As we chart a course for evolving our enterprise architecture, we want to explore products that could serve various parts of our business processes and information management. Therefore, we hope to receive descriptions of proven software and methodologies that could solve problems in our environment and improve experiences for users.

We want the tools we use to be application programming interface- (API)-driven, as any software we implement will inevitably have to interact with a variety of legacy and commercial off-the-shelf (COTS) systems.

We want to see tools that facilitate the contracting of services rather than goods in a more traditional business and/or manufacturing sense.

**HOW TO SUBMIT A RESPONSE**

Please respond to this RFI by typing your responses to each requested item directly into this Word document and attach any additional product information.

Submit your completed response and attachments electronically to [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us) no later than 3:00 p.m. Eastern Time on Friday, April 23, 2021. You will receive an email when your response is received. If you do not receive this notification within 48 hours of submitting your response, please contact [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us).

All inquiries and questions should be submitted via email to [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us) by 3 p.m. Eastern Time on Friday, April 16, 2021.

DHS is not accepting meeting requests or phone calls related to the content of this RFI. All communication will go through [DHSProposals@allegheycounty.us](mailto:DHSProposals@allegheycounty.us). If additional information is required after receipt of your response, you will be contacted.

Please submit descriptions of software tools, including screenshots or wire frames, previous work and customer experiences, and descriptions of data/integration features.

We respect the time and attention of our potential partners and, in keeping with the exploratory nature of the RFI, we encourage firms to submit existing marketing materials. However, we do hope firms will take some time to articulate, in the space below, why their product would work in our environment.

**Who Can Submit a Response:**

Anyone is eligible to submit a response to this RFI. This includes non-profit organizations, for-profit organizations, small businesses and individuals. You do not need to have an existing contract with Allegheny County to apply.

**Timeline:**

RFI Posting: Thursday, March 25, 2021

Questions Deadline: 3 p.m. Eastern Time on Friday, April 16, 2021

Response Deadline: 3 p.m. Eastern Time on Friday, April 23, 2021

**RESPONSE**

Responding Company Name:Click or tap here to enter text.

Company Physical Address:Click or tap here to enter text.

Company Website: Click or tap here to enter text.

Responding person name, title, telephone and email:Click or tap here to enter text.

In no more than 2 pages, please describe your product and why you think it would be a good fit for the Allegheny County Department of Human Services:

Click or tap here to enter text.